

5C High-Performing Shared Services Leader Scorecard



This scorecard enables Shared Services professionals (overall head, functional head, business-unit head, transformation heads, project managers, change managers, senior salespeople) to assess their skills and talents in order to become a high-performance shared services leader. Please indicate the extent, to which you agree or disagree with the following statements.

1 = Strongly disagree, 2 = Disagree, 3 = Agree, 4 = Strongly agree

1	Clearly understands the impact of their products and services on revenue, business operations, and competitive advantage	1	2	3	4
2	Stays current with industry trends	1	2	3	4
3	Strong mastery of their subjects, able to pre-empt threats and challenges early	1	2	3	4
4	Able to visualize processes and procedures through external customer value-added lens	1	2	3	4
5	Has the ability to sift through complex information, assign prioritization to strategic few versus trivial many	1	2	3	4
6	Has the ability to communicate concisely and clearly	1	2	3	4
7	Generates new and unique ideas, encourages debates on innovation, an original thinker	1	2	3	4
8	Strong digital savviness and can create relevance of digital technology solutions for their company	1	2	3	4
9	Supports an environment in which people can take risks, consistent with integrity, and experiment	1	2	3	4
10	Has strong global cultural understanding and their differences, and is able to work seamlessly with equal penchant	1	2	3	4
11	Encourages active participation and sharing of ideas across organizational hierarchy layers	1	2	3	4
12	Has a globally diverse and geographically spread team with an even balance	1	2	3	4
13	Is able to get their peers and leadership team to subscribe to their vision and initiatives	1	2	3	4
14	Enjoys a strong and credible position with leadership, peers as well as subordinates	1	2	3	4
15	Has won industry awards or widely recognized as a key thought leader in the industry	1	2	3	4

Score results:

<33 points

This scorecard provides an overview of different skills that the individual must develop in order to become a high-performance shared services leader. The individual must organize a meeting with their manager and discuss an approach to develop these skills.

33-45 points

The person has acquired certain skills required to become a high-performance shared services leader but still has certain critical skills deficiency. The priority of the individual and their managers must be to focus on addressing these skills deficiency and to develop the person to become an effective shared services leader.

>45 points

The person has all the right skills and talent required to be a high-performance shared services leader. The focus needs to be in developing further depth in these areas as well as continuing to maintain their mastery in these skills. The person should be evaluated for further business leadership skills and groomed to take a leadership role in the next 2-3 years or earlier.

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to discuss your score and start your High-Performance Shared Services Journey.